



# TRICARE<sup>®</sup>

*Your Military Health Plan*

## Behavioral Health Care Services



Updated April 2012

## Today's Agenda

- Behavioral Health Overview
- Getting Care
- For Information and Assistance



## What Is Behavioral Health?

Behavioral health is:

- The way a person thinks, feels, and acts when faced with life situations
- How people look at themselves, evaluate challenges, and make decisions



*Reference: U.S. Department of Health and Human Services,  
Substance Abuse and Mental Health Services Administration*

## Behavioral Health Overview

### Know When to Get Help

- Behavioral health conditions can affect one's thoughts, feelings, behavior, and physical health.
- When issues are not just a passing phase, they can seriously interfere with a person's life.
- If you are unsure whether you or someone you know needs help, go to [www.tricare.mil/mentalhealth](http://www.tricare.mil/mentalhealth) and click the "Programs & Resources" tab for an anonymous self-screening and other helpful resources.





## Behavioral Health Care Services

- **Telemental Health program:** Connects beneficiaries with off-site providers through audio-visual conferencing
- **Outpatient services:** Behavioral health services provided without an overnight stay (*e.g., appointments with psychiatrists*)
- **Inpatient services:** Require an overnight stay (*e.g., substance use “rehab” programs*)
- **Emergency services:** Required when an individual considers himself or herself, or is perceived by others, to be an immediate risk to self or others:
  - Call 911 or go to the nearest emergency room.
  - Call the National Suicide Prevention Lifeline at 1-800-273-8255.



## Getting Care

### Active Duty Service Members

Type of Care	How to Get Care
Outpatient Care	See your primary care manager (PCM) or make your own appointment at the military behavioral health or life skills clinic.
Inpatient Care	All nonemergency inpatient admissions require prior authorization from your PCM, other military provider, or Military Medical Support Office (MMSO) service point of contact (SPOC).
Emergencies	No prior authorization is required. If admitted, contact your PCM or MMSO SPOC within 24–72 hours to obtain a continued-stay authorization.



## Getting Care

### All Other Stateside Beneficiaries

Type of Care	How to Get Care
Outpatient Care	Make your own appointment with a TRICARE-authorized network provider for the first eight outpatient behavioral health care visits.*
Inpatient Care	Prior authorization is required for all nonemergency inpatient care.
Emergencies	Authorization is not required unless admitted. If admitted, work with the facility to obtain a continued-stay authorization from your regional contractor within 24–72 hours.

*\* TRICARE Prime beneficiaries must use a network provider, and physician referrals are required for services received from licensed counselors.*





## Getting Care

### TRICARE and Other Health Insurance

- TRICARE is the last payer after other health insurance (OHI) in almost all situations (*including Medicare*). After your OHI pays, TRICARE will pay what is left for TRICARE-covered services up to the amount TRICARE would have paid had there been no OHI.
- If your OHI has run out, or if the services you need are covered by TRICARE and not your OHI, TRICARE becomes the primary payer. If this happens, you will need documentation showing that coverage was denied by your OHI.
- If you are eligible for Veterans Affairs (VA) care and TRICARE, you generally may choose either. However, if your primary OHI is Medicare and you seek care from the VA, neither Medicare nor TRICARE acts as a second payer to the VA in those circumstances.

**Note:** Unless Medicare is your primary OHI, authorization is required for more than eight behavioral health outpatient services in a fiscal year.





## Social Security Number Removal

- In an effort to protect the privacy of TRICARE beneficiaries, the Department of Defense (DoD) is removing Social Security numbers (SSNs) from military identification (ID) cards, including the Common Access Card.
- Your new ID card will have one or both of the following:
  - A 10-digit DoD ID Number
  - A DoD Benefits Number (DBN), if you are eligible for DoD benefits
- You will not need a new ID card until your old card expires.
- For more information, visit [www.tricare.mil/ssn](http://www.tricare.mil/ssn).



## For Information and Assistance

### Stateside Regional Contractors

#### TRICARE North Region

Health Net Federal Services, LLC  
1-877-TRICARE (1-877-874-2273)

[www.hnfs.com](http://www.hnfs.com)

#### TRICARE South Region

Humana Military Healthcare Services, Inc.  
1-800-444-5445

[www.humana-military.com](http://www.humana-military.com)

#### TRICARE West Region

TriWest Healthcare Alliance  
1-888-TRIWEST (1-888-874-9378)

[www.triwest.com](http://www.triwest.com)

### General Contact Information

TRICARE Web Site: [www.tricare.mil](http://www.tricare.mil)

Contacts: [www.tricare.mil/contacts](http://www.tricare.mil/contacts)

Military Medical Support Office:

[www.tricare.mil/tma/mmsso](http://www.tricare.mil/tma/mmsso)

### Overseas Regional Contractor

International SOS Assistance, Inc.

#### Eurasia-Africa:

+44-20-8762-8384 (*overseas*)  
1-877-678-1207 (*stateside*)

#### Latin America and Canada:

+1-215-942-8393 (*overseas*)  
1-877-451-8659 (*stateside*)

#### Pacific:

Singapore: +65-6339-2676 (*overseas*)  
1-877-678-1208 (*stateside*)

Sydney: +61-2-9273-2710 (*overseas*)  
1-877-678-1209 (*stateside*)

[www.tricare-overseas.com](http://www.tricare-overseas.com)

### Connect with TRICARE Online!



[www.tricare.mil/mediacenter](http://www.tricare.mil/mediacenter)

